

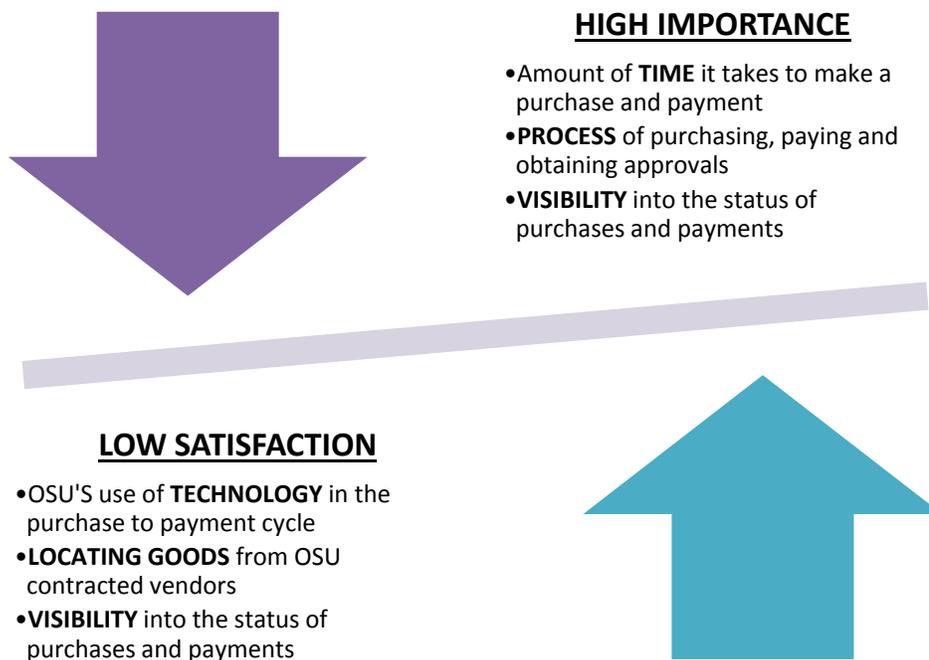


To: OSU Faculty and Staff
From: Kelly Kozisek, CPPO, CPPB
Chief Procurement Officer
Date: July 16, 2013
Subject: eProcurement Initiative Survey

Procurement and Contract Services (PaCS) is pleased to share the results of our eProcurement Initiative Survey and would like to thank those customers who took the time to provide their feedback through the survey.

The eProcurement initiative began as a result of customer feedback from the 2012 Customer Satisfaction Survey which indicated that timeliness, cost savings and use of technology were areas where PaCS could improve customer satisfaction. An eProcurement system can directly impact these areas by providing an electronic shopping environment similar to Amazon.com for OSU's contracted goods and services while automating and providing visibility into the source to settlement process.

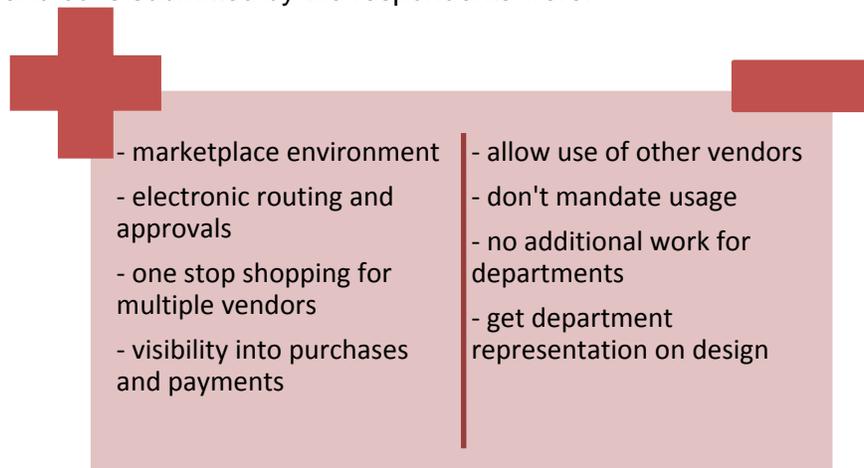
The purpose of this survey was to gain feedback from the OSU community about their experience, needs and the impact of an eProcurement system at OSU. 57% of survey respondents were Classified Staff followed by Professional Faculty at 39%. Over 63% of the respondents make purchases on behalf of OSU at least once per week, with 27% making purchases daily. 50% of respondents made payments on behalf of OSU at least once per week. Regarding satisfaction and importance, the survey found the following:



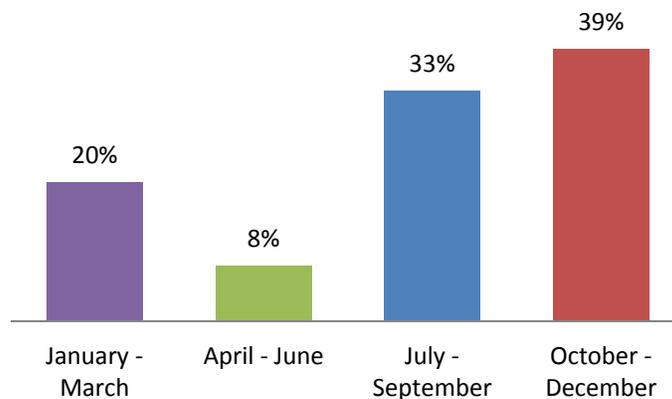
If implementing an eProcurement system required the respondent's collaboration on process redesign and improvement 68% were very likely or likely to participate in process redesign and improvement while 28% were undecided.

eProcurement systems have been able to provide a return on investment at other universities through sourcing savings, internal and external compliance, prompt pay discounts and rebates creating a neutral cost proposition with revenue generation potential. When respondents were asked if they would recommend supporting the investment, if the system were able to provide a return on investment within a year, 84% of the respondents agreed.

The comments we received from the survey were interesting and provided us with insight into the climate of the OSU community and considerations in moving forward with an eProcurement initiative. Some of the pros and cons submitted by the respondents were:



Finally, when asked if the eProcurement initiative were to move forward, what time of year is best for implementing and training for a new technology system respondents indicated the following:



Again, we would like to thank those who engaged in providing their valuable feedback through the survey. Our desired outcome for success in the eProcurement initiative is that departments want to use the technology and it makes their jobs easier. We also want the process to be as inclusive as possible. To that end, as the eProcurement initiative progresses, we'll continue to solicit feedback from customers and departments and develop timely, informative and relevant communications.